



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

REVISION: This revised directive supersedes TSA MD 1400.4, *Wireless Communications Device*, dated May 31, 2007.

SUMMARY OF CHANGES: Section 2, Scope, revised; Section 3, Authorities, added authorities; Section 4, Definitions, revised; Section 5, Responsibilities, added responsibilities; Section 6, Policy, and Section 7, Procedures, revised.

1. **PURPOSE:** This directive provides policy and procedures for the issuance, management, and use of wireless communication devices and services within TSA.
2. **SCOPE:** This directive applies to all TSA government and contractor employees who require the use of commercial wireless devices and services to perform their TSA mission functions.
3. **AUTHORITIES:**

- A. Clinger-Cohen Act of 1996
- B. [DHS MD 4100.1, Wireless Management Office](#)
- C. [DHS MD 4600.1, Personal Use of Government Office Equipment](#)
- D. [DHS MD 4700.1, Personal Communications Device Distribution](#)
- E. Electronic Communications Privacy Act of 1986, 18 U.S.C. § 2701
- F. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions
- G. Federal Telecommunications Act of 1996
- H. OMB Circular A-130, Management of Federal Information Resources
- I. [TSA MD 200.57, Personal Property Management](#)
- J. [TSA MD 1400.3, TSA Information Security Policy](#)

4. DEFINITIONS:

- A. Accountable Property Officer (APO): The individual responsible for accountability and control of personal property within their jurisdiction. The responsibility may be assigned as an additional duty.
- B. Communications Security (COMSEC): COMSEC is the general term used for steps taken to protect classified information against unauthorized access when communicating that information from one point to another.

TSA MANAGEMENT DIRECTIVE No. 1400.4
WIRELESS COMMUNICATIONS DEVICE

- C. Information Technology Point of Contact (IT POC): A Federal employee who is designated by an office as their interface with OIT. The IT POC designation may or may not correspond with the individual's official job title.
- D. Information Technology (IT) Specialist: Contracted IT technical support for all TSA sites. The contract for IT Specialist is provided by an OIT contract vehicle.
- E. Property Custodian (PC): The individual assigned physical responsibility for the proper use, maintenance, and protection of property assigned to a particular custodial area. The designation of PC may be an additional duty. The PC can be either federal or contract personnel. The PC will not make final decisions for acquiring or disposing of property and does not have final signature authority.
- F. Secure Wireless Device: Hardware used for the transmission of secure wireless communications.
- G. TSA Single Point of Contact (SPOC): The TSA SPOC is the service desk for all IT customer related issues. It is staffed with technicians who assist users in resolving IT issues.
- H. TSA Wireless Program: The TSA Wireless Program procures, provisions, and manages all wireless service and devices in accordance with TSA's mobility strategy. The Wireless Program is a function of the Provisioning Branch and is a part of the support team within OIT's End User Services Division (EUSD).
- I. Wireless Device: For the purpose of this directive, wireless devices are defined as hardware used for the transmission of cellular communications that includes pagers, cell phones, air cards, hotspots, and mobile devices used to send/receive e-mail (e.g., smart phones and tablets) required to support TSA's mission.
- J. Wireless Ordering Portal: The web based portal provided by the Cellular Wireless Managed Service (CWMS) provider used to place requests for new or replacement wireless devices or to make changes to existing wireless features. The Wireless Ordering Portal can be accessed via the [Wireless Program Website](#).

5. RESPONSIBILITIES:

- A. The Office of the Assistant Administrator for Finance and Administration/Chief Financial Officer is responsible for formulating policy concerning the management and use of TSA funding.
- B. The Office of the Assistant Administrator for Information Technology is responsible for all IT programs/projects and services. This includes the procurement of wireless communications devices and services for TSA end users.
- C. The Office of the Assistant Administrator for Inspection is responsible for investigating violations of TSA policy.
- D. Supervisors:
 - (1) Verify employee eligibility for wireless device(s). Employee eligibility for issuance of new or upgraded device(s) or service(s) is subject to one or more of the following criteria:

- (a) Works at multiple locations/sites
 - (b) Travels two or more days per month
 - (c) Essential personnel on call 24/7
 - (d) Supervisor determination based on position or mission need
- (2) Ensure quarterly audits of wireless device usage reports are completed in accordance with Management Control Objectives Program (MCOP) guidelines.
 - (3) Revoke or restricts employee use of wireless device.
 - (4) Ensure that unused and retired wireless devices are returned to the appropriate IT POC/IT Specialist.

E. IT POCs and IT Specialists:

- (1) Ensure device request information is entered and submitted via the Wireless Ordering Portal found at the [Wireless Program Website](#).
- (2) Notify the APOs and PCs of submitted wireless device and service requests.
- (3) Forward denied wireless device and service request notifications to the APOs and PCs.
- (4) Distribute new, replacement, upgraded wireless devices to the user upon receipt from the APOs and PCs.
- (5) Sanitize damaged or replaced wireless devices by removing all TSA data from the device.
- (6) Return sanitized wireless devices to APOs and PCs for disposition.

F. APOs and PCs:

- (1) Record wireless devices and service information in the appropriate asset management system for identification and tracking (e.g., Sunflower Asset Management System (SAMS) and/or local electronic property records).
- (2) Distribute all received wireless devices to the appropriate IT POCs and IT Specialists for distribution to the end user.
- (3) Receive sanitized wireless devices for disposition.
- (4) Prepare disposition documentation and wireless devices for disposal using [Standard Form \(SF\) 120, Report of Excess Personal Property](#).
- (5) Send disposition documentation and wireless devices to the warehouse for disposal using [SF 120, Report of Excess Personal Property](#).
- (6) Ensure compliance with Personal Property Management Manual (PPMM) for disposal/excess of wireless devices.

6. POLICY:

TSA MANAGEMENT DIRECTIVE No. 1400.4
WIRELESS COMMUNICATIONS DEVICE

- A. TSA wireless devices are property of the Federal Government and are subject to monitoring, recording, and auditing.
- B. Limited personal usage is allowed in accordance with [TSA MD 1100.73-5 Handbook, Employee Responsibilities and Conduct](#).
- C. General usage reports (e.g. volume of calls, minutes used, number of texts, etc.) are available through the ordering portal on the [Wireless Program Website](#). To obtain a detailed usage report (dates, times, specific phone numbers called/received, etc.), a TSA supervisor must submit a [TSA Form 1409, IT Service Request](#). The request must include signatures from two TSA Managers or Supervisors.
- D. To be issued a TSA wireless device or service, users must meet the eligibility criteria and provide an awarded procurement request (PR).
- E. Wireless devices issued via the TSA Wireless Program shall not be used to transmit classified data/communications. Contact the [TSA COMSEC Team](#) for alternative device options for transmission of classified information.
- F. TSA wireless devices shall not be reissued to another individual without prior coordination with the TSA Wireless Program.
- G. All requests for assignment, reissue or disposal of a wireless device must be coordinated with the appropriate APO or PC for asset management and tracking purposes.
- H. The TSA SPOC shall be notified immediately of any lost or stolen TSA wireless device.
- I. Requests for replacement of a lost or stolen TSA wireless device should be made within 5 business days of the initial lost or stolen notification to continue service. If the device will not be replaced the line of service must be cancelled via the CWMS Wireless Ordering Portal.
- J. International service is available for official business and travel. Users must notify TSA wireless program office of the itinerary at least 5 business days prior to official travel. The wireless program will validate calling plans to determine network coverage and availability.
- K. All TSA employees traveling outside the of United States to a high risk country are required to have their devices reviewed before and after their trip through the TSA Focused Operations office at tsadigitalforensics@tsa.dhs.gov.
- L. On iOS wireless devices, Touch ID is enabled to accept user finger print identification credentials for authentication in order for users to access the wireless device. In the event the mobile device Touch ID feature is nonfunctional or unavailable, in accordance with IAD policy users can enter a 6-digit personal identification number (PIN) for access to the device. Risk assessments will be completed periodically to determine access rules for the iOS wireless devices, as described in the “Apple Touch ID to access the GOOD container Risk Assessment.” Results shall be reflected in this MD as needed.
- M. Prior to turn-in, reassignment, or disposal of a wireless device, the device must be sanitized in accordance with the TSA Information Assurance Handbook, OIT Standard Operating Procedures on IT Media Sanitization, and with the TSA IAD Technical Standard 046 IT Media Sanitization and Disposition. Subsequently, the device should revert back to the factory default settings. Additionally, for iOS devices, users must remove the Apple ID. The Risk

Management and Cyber Security Service Area Manager and Product Manager can provide guidance for this process, if needed.

- N. Bluetooth technology is enabled and authorized for use with TSA wireless devices. An approved list of Bluetooth hardware is available on the [Approved Products](https://team.ishare.tsa.dhs.gov/sites/ITSEC/SIVM/SA/products/default.aspx) website (<https://team.ishare.tsa.dhs.gov/sites/ITSEC/SIVM/SA/products/default.aspx>).

7. PROCEDURES:

- A. Requesting a wireless device or service (new, replacement, upgrade and wireless feature changes):
- (1) Supervisors will validate eligibility and authorize their designated IT POC or IT Specialist to submit the request via the Wireless Ordering Portal request found at the [Wireless Program Website](#).
 - (2) The TSA Wireless Program will validate and process orders for the wireless service and/or equipment.
 - (3) The CWMS provider will send the wireless device to the APO or PC listed in the Wireless Ordering Portal found at the [Wireless Program Website](#).
- B. Issuing Devices:
- (1) Upon receipt of the wireless device, the APO or PC ensures asset information is entered into the applicable system for tracking and sends the wireless device to the IT POC/IT Specialist.
 - (2) The IT POC/IT Specialist notifies the APO or PC once they receive the wireless device.
 - (3) The IT POC/IT Specialist distributes the wireless device to the user.
 - (4) The IT POC/IT Specialist notifies the APO or PC of the wireless device issuance to the user.
- C. Requesting Temporary Wireless Devices (loaners) or services: Supervisors may request the issuance of temporary loaner devices in order to support short term or surge mission requirements. Requests for a temporary wireless device should be submitted through the Wireless Ordering Portal or by contacting TSAWirelessOrders@tsa.dhs.gov. Normal processing time is 7-10 business days subject to device availability or service required.
- D. Reassigning Devices: Requests to reassign or transfer a TSA wireless device within the same site location (cost center), must be submitted by the designated IT POC, IT Specialist, APO or PC via the Wireless Ordering Portal. Requests for reassignment or transfer of a TSA wireless device to a different cost center must be made by the designated IT POC, IT Specialist, APO or PC by contacting the TSA Wireless team at TSAWirelessOrders@tsa.dhs.gov.
- E. Reporting Damaged, Lost, or Stolen Devices: IT POCs will ensure the following action within 10 business days for devices that are damaged, lost, or stolen.
- (1) For damaged devices, users will:
 - (a) Complete [DHS Form 200-2, Report of Survey](#).

- (b) Request replacement wireless device via the Wireless Ordering Portal.
 - (c) Sanitize the wireless device (if possible).
 - (d) Send the sanitized wireless device(s) to the APO or PC for final disposition.
- (2) For lost devices, users will:
- (a) Contact TSA SPOC to report a lost wireless device.
 - (b) Complete [DHS Form 200-2, Report of Survey](#).
 - (c) Complete [TSA Form 2803, Incident Report](#).
 - (d) If a replacement device is needed, request replacement device via the Wireless Ordering Portal.
- (3) For stolen devices, users will:
- (a) Contact TSA SPOC to report stolen wireless device.
 - (b) Complete [DHS Form 200-2, Report of Survey](#).
 - (c) Complete [TSA Form 2803, Incident Report](#).
 - (d) Request replacement wireless device via the Wireless Ordering Portal if a new device is required or a request to cancel the line of service if it is no longer needed. Provide a copy of Police Report (if applicable).

F. Turning In Devices:

- (1) When a wireless device is no longer required, the user or supervisor will return the wireless device(s) to the appropriate IT POC or IT Specialist.
- (2) The IT POC or IT Specialist will:
 - (a) Sanitize the wireless device(s).
 - (b) Submit a request to cancel the line of service via the Wireless Ordering Portal.
 - (c) Notify the TSA SPOC to have the mobile e-mail account deleted (i.e. Good Mobile Device Management (MDM) user account).
- (3) APO or PC will complete and submit [SF 120, Report of Excess Personal Property](#) and send the wireless device(s) to the warehouse for disposal.
- (4) Ensure compliance with PPMM for disposal/excess of wireless devices.

G. Communications Security (COMSEC) Devices:

- (1) Requests for secure wireless devices are placed with the TSA HQ COMSEC Team via email at COMSEC@tsa.dhs.gov.

TSA MANAGEMENT DIRECTIVE No. 1400.4
WIRELESS COMMUNICATIONS DEVICE

- (2) Users must immediately report all damaged, lost, or stolen COMSEC secure wireless devices to the COMSEC Help Desk via email at COMSEC@tsa.dhs.gov.
- (3) For information on re-assigning or disposing Secure Wireless devices, users must contact the TSA HQ COMSEC Team via email at COMSEC@tsa.dhs.gov.

8. APPROVAL AND EFFECTIVE DATE: This policy is effective the date of signature unless otherwise specified.

Signed

February 9, 2016

Stephen W. Rice
Assistant Administrator for Information Technology/
Chief Information Officer

Date

Distribution: All TSA employees and contract personnel
Point of Contact: TSA Wireless Program Office, tsawirelessorders@tsa.dhs.gov